Server error messages when opening tickets, with PHP "Allowed memory exhausted" errors

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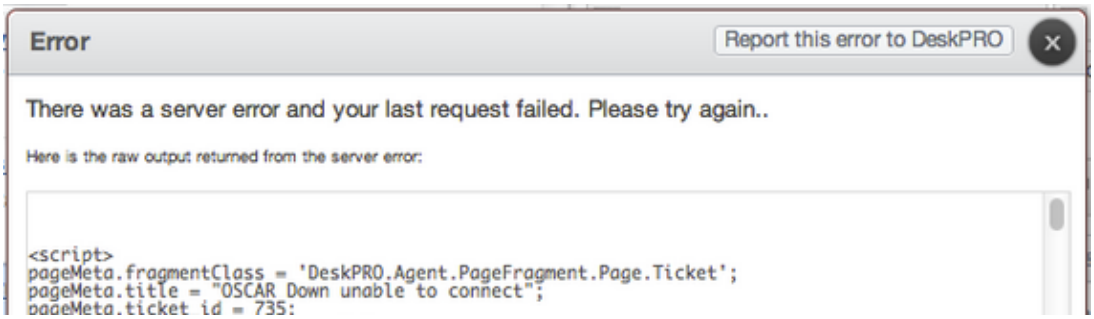
Question:

When I open a ticket in the agent interface, I often get a "There was a server error and your last request failed. Please try again." message.



When I try to report the bug I get another error.

I looked in **Server > Error Logs** to see if anything is being logged: nothing is showing up in the Deskpro Error Log when this happens, but I notice errors in my Web PHP Error Log like:

```
PHP Fatal error: Allowed memory size of 134217728 bytes exhausted
(tried to allocate 491520 bytes)
```

How can I fix this?

Answer:

This is happening because the PHP memory limit for an individual script is being exceeded. Usually, the default limit of *128MB* works fine with Deskpro, but in some configurations, you may need to increase the memory limit.

(Note that the Web PHP log will show errors from *all* the PHP applications running on your webserver; so if you're using the server for multiple applications, the errors you see may not all be due to Deskpro scripts.)

To increase the memory limit, edit the *memory limit* directive in your php.ini file and increase the value slightly (try **"256M"**, or **"512M"** if your server has plenty of physical memory).

You will need to restart your webserver to apply the change. You can confirm that the memory limit has increased by going to **Server > PHP Info**.